

Emergency Preparedness & Response

Preparedness Policy

We are committed to responding in a timely and effective manner to any emergency which violates any laws, statutes or regulations, or which may have a serious negative impact upon humans, natural resources or the environment.

The purpose of this policy is to provide basic guidelines for personnel on site, in order that they may quickly control the situation, minimize or eliminate risk to life, health, property and the environment and to notify the appropriate authorities.

First Action

In the event any of the following emergency situations occur, your first action shall be to:

- **Fire:** Sound the fire alarm and evacuate the premises
- **Serious Injury:** Administer first aid if possible
- **Violence:** Remove yourself from the threat of injury
- **Chemical Spill:** Make the area safe
- **Toxic Gas Release:** Sound the fire alarm and evacuate the premises
- **Motor Vehicle Accident** – Ensure safety of occupants, call for help

Communications

All emergency phone numbers for emergency response and company officials will be posted at all company telephones including all mobile telephone units. Emergency Preparedness & Response has been developed referencing Section 17 of the Canadian Occupational Health & Safety Regulations

Means of communicating will include land lines, cell phones, text messages and radios.

Emergency Response Plans (ERP) must include:

- Preparation for responding to an emergency that may require rescue or evacuation
- Involvement & feedback of workers in the development of the ERP
- Current work site information

Content of Plan must include:

- Identification of potential emergencies
- Procedures for dealing with the identified emergencies
- Identification of, location of and operation procedures for emergency equipment
- Emergency Response Training requirements
- Location and use of emergency facilities
- Fire protection requirements
- Alarm & emergency communication requirements
- First aid services required
- Procedure for rescue and evacuation
- Designated rescue and evacuation workers

Rescue & Evacuation require:

- Evacuation plans posted throughout the facility;
- Emergency exits marked with lighting;
- Rescue of employees is only permitted to be carried out by trained third party emergency response personnel as the Company does not have anyone specifically trained;

Equipment:

- Availability of specific Personal Protective Equipment to be used as identified in the Emergency Response Plan

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- Training for “Rescuers” in the Use, Care & Maintenance of the Personal Protective Equipment

All incidents and occupational illnesses, near misses and work refusals must be reported immediately

First Aid

Designated first aiders must hold a valid certificate in first aid; **B2B Shuttle** will ensure that the number of first aiders, their qualifications and training comply with Section 16 of the Canadian Occupational Health & Safety Regulations.

B2B Shuttle will monitor and keep up to date, written instructions that provide for the prompt rendering of first aid to an employee for an injury, an occupational disease, or an illness. A copy will be available at the worksites for reference by the workers.

First Aid Attendants

At every workplace at which six or more employees are working at any time or in remote locations of two or more employees, a first aid attendant will be provided.

At every workplace at which an employee is working on live high voltage electrical equipment, the Company will ensure that:

- A first aid attendant is readily available; or
- At least one of the employees has the training necessary to provide resuscitation by mouth-to-mouth resuscitation, cardiopulmonary resuscitation, or an equivalent direct method.

At every workplace that is required to have a first aid attendant, the Company will ensure that the first aid attendant at the workplace is qualified by having at least:

- If the workplace is an office workplace for which the ambulance response time is
 - o Up to two hours, a basic first aid certificate
 - o More than two hours, a standard first aid certificate
- If the workplace is any other workplace, other than a workplace in a wilderness area, and the ambulance response time for the workplace is
 - o Less than twenty minutes, a basic first aid certificate
 - o Twenty minutes or more but not more than two hours, a standard first aid certificate
- If the workplace is in a wilderness area, a standard first aid certificate and wilderness first aid training that is specially designed to meet the first aid needs of persons who works, lives or travels in such an area.

A first aid attendant will be assigned a first aid station or first aid room that

- Is readily available and accessible to employees during working hours
- Permits rendering of first aid to employees who are injured or ill at the workplace

If required, the first aid attendant will accompany an injured or ill employee to a health unit or a medical treatment facility and render first aid in transit

In providing care to an injured or ill employee, not be overruled by anyone not trained in first aid

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The first aid attendant will oversee providing care for the injured or ill employee until the treatment is complete or the employee is under the care of an equally or more qualified caregiver.

The first aid attendant will work close to the first aid station or first aid room to which they are assigned and will not be assigned duties that will interfere with the prompt and adequate rendering of first aid.

First Aid Stations

At least one first aid station shall be provided for every workplace.

In multi-storey buildings, the location of first aid stations shall be such that employees are no more than two stories from a first aid station.

Every first aid station shall be

- Located at or near the workplace
- Clearly identified by a conspicuous sign; and
- Readily available and accessible during all working hours.

B2B Shuttle will inspect every first aid station regularly, at least monthly, and will ensure that its contents are maintained in a clean, dry and serviceable condition.

Communication of Information

B2B Shuttle will post and keep posted or have readily available in a conspicuous place accessible to every employee in each workplace

- Information regarding first aid to be rendered for any injury, occupational disease, or illness
- Information regarding the location of first aid stations and first aid rooms
- At every first aid station and first aid room, a list of first aid attendants, and information on how they may be located
- Near the telephones, a list of telephone numbers kept up to date for use in emergencies
- Information regarding transport procedures for injured employees

At a remote workplace or in a motor vehicle, the information and lists will be provided and retained with the first aid kit.

First Aid Supplies and Equipment

At every workplace a first aid kit with the items as defined in the Schedule I, II & III of the Canadian Occupational Health & Safety Regulations.

Prescription drugs or other medications not defined in the schedule cannot be stored in first aid kits or with first aid supplies.

If a hazard for skin or eye injury from a hazardous substance exists in the workplace, **B2B Shuttle** will ensure that shower facilities to wash the skin and eye wash facilities to irrigate the eyes are provided for immediate use by employees.

If it is not practicable to have a fixed eye wash facility **B2B Shuttle** will provide portable equipment that may be used in place of the facilities referred to in that subsection.

If, due to adverse or extreme weather conditions it is not possible to comply **B2B Shuttle** will provide personal protection equipment for all employees likely to be exposed to the hazardous

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substance for all parts of their bodies that may be injured because of the presence of hazardous substances in the workplace.

Transportation of an Injured Worker

Before assigning employees to a workplace, **B2B Shuttle** will:

- Ensure that for that workplace there is an ambulance service or other suitable means of transporting an injured or ill employee to a health unit or medical treatment facility
- Provide for that workplace a means of quickly summoning the ambulance service or other suitable means of transportation

First Aid Records

If first aid is required to be rendered, the first aid attendant who renders the first aid will:

- Enter in a first aid record the following information:
 - The date and time of the reporting of the injury or illness
 - The full name of the injured or ill employee
 - The date, time and location of the occurrence of the injury or illness
 - A brief description of the injury or illness
 - A brief description of the first aid rendered (if any);
 - A brief description of arrangements made for the treatment or transportation of the injured or ill employee
 - The names of witnesses, if applicable
- Sign the first aid record beneath the information entered in the report.

Classification of Emergencies:

For quick reference, possible emergencies have been classified as follows:

COVID-19; A pandemic that could potentially:

- Affect company operations
- Threaten the life of employees/visitors/contractors at B2B Shuttle

Major Fire; a fire that will or could potentially:

- Cause equipment or property damage
- Affect company operations
- Threaten adjoining property
- Not be controllable using an appropriate fire extinguisher

Explosion: an actual or potential explosion which could:

- Result in equipment or property damage
- Affect B2B Shuttle operations
- Threaten other property

Personal Injury or Fatality; any event that results in:

- Injury requiring more than first aid treatment
- Missing personnel
- The potential for or actual loss of life

Natural Disasters / Adverse Conditions / Security; included in this area are:

- Life threatening phone calls, messages or any form of threatening communication or terrorism
- Extreme weather (snowstorm, flood, tornado, freezing rain, etc.)
- Any or all other operational emergencies
- Issues of Workplace Violence

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Hazardous Materials Spill; Include spills:

- Actual or have the potential, leaks of hazardous material, or a reaction with other materials that generate emissions that may create a hazard to life, health, property, or the environment.

Levels of Emergencies

For quick reference, the level of severity with each type of emergency as follows:

- **Level 3:** No potential or actual danger outside Company property; the situation can be controlled by personnel
- **Level 2:** No immediate danger to personnel, however, enough potential does exist to justify contacting outside services (police, fire, medical, etc.).
- **Level 1:** The ability to operate safely is seriously jeopardized thus creating or potentially creating an immediate danger to personnel, the public or the environment.

Emergency Response Policy

It is the policy of our Company that there is an emergency response procedure in place to address any such predictable emergency that may occur.

When an emergency occurs, decisions must be made quickly. Injury and suffering are made worse when; time, resources, trained responders, and equipment are lacking.

The following effective written plans are made to handle emergencies and prevent or minimize fatalities, injuries, and loss. Assembling adequate resources and training workers and supervisors to follow procedures and use appropriate equipment is an ongoing goal and will be attained by providing refresher training on a regular basis.

Responsibilities

Duties and responsibilities of various personnel are outlined below:

First Responder Responsibilities in an Emergency

- In an emergency, follow procedure for the specific emergency plan:
- Sound the alarm. All facility alarms must be adhered to by workers, contractors, and visitors;
- Assess the situation;
- Individuals are responsible to safely shut down and vacate the work area immediately to the predetermined "muster point";
- Upon reaching the muster-point, all employees, contractors, and visitors shall assemble in one group to expedite the ensuing head count. The senior operator at the site shall immediately, upon arrival at the assembly point, take a head count. Put on personal protective equipment, if necessary. Ensure the safety of other workers;
- Report the emergency to the person listed on the emergency- reporting flowchart;
- If an injured worker is found, initiate first aid, and call 911;
- Do not move the worker unless necessary to prevent further

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If qualified, assist in searching for volatile situations and injured workers.

No worker or contractor shall re-enter the work site or work areas until the supervisor has given clearance to return to work. New safe work permits may have to be reissued before work shall resume.

First Person on Scene

The first person that discovers an emergency must attend to protecting life and preventing further injuries. This person must notify the appropriate supervisor and take steps to contain the emergency if possible.

On-Scene Commander

The most senior operating or contracting company representative at the site is generally deemed the On-Scene Commander for the emergency.

This person's responsibilities include:

- o Immediately attending to protecting life and preventing further injuries;
- o Advising supervisor immediately and notifying the contact as outlined in the applicable plan;
- o Taking corrective action to return the situation back to normal. In the case of a death or serious injury, ensure operations remain shut down and evidence is left undisturbed whenever possible until investigations are complete (information on investigation is in the section on Incident/Accident Reporting and Investigation)
- o Requesting any emergency services urgently needed to protect life or control fire
- o Keeping a log of the sequence of events and the agencies notified

Chief and Deputy Chief Wardens (Section 17 COHS Regulations):

- An Emergency Chief and Deputy Chief Warden must be appointed by the employer for each floor of the building that is occupied by workers. These wardens are to be workers who are normally employed in the building
- The wardens must be instructed and trained in his responsibilities under the ERP evacuation plan and the use of fire protection equipment
- The wardens must meet on an annual basis and after any change is made in the emergency evacuation plan

Emergency Command Centre

B2B Shuttle has established an Emergency Command Centre at our head office in **Edmonton, AB.**

The Emergency Response Committee and the Emergency Co-ordinating officer will assemble there for Level II and level III emergencies.

The Emergency Command Centre is under the control of the President in conjunction with the Emergency Response Committee.

Emergency Response Procedures:

Business Continuity Pandemic/COVID-19 Plan

Purpose

These procedures are intended to provide guidance for employees of B2B Shuttle regarding precautionary measures to be implemented during COVID-19 or any other infectious disease epidemic/pandemic. The President will take full ownership of this plan and authorize full

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implementation when deemed necessary. The purpose is to reduce exposure of COVID-19 and to ensure preventative measures are implemented to minimize the threat to our employees, their families, and the continuity of our business operations.

Scope

These procedures apply to all employees of B2B Shuttle and its contractors, visitors, people who perform work at our facilities or client sites and others with whom employees may come into physical contact during work.

Procedures

B2B Shuttle will take all reasonable and necessary measures to preserve the health of employees and others and to ensure continuation of vital operations by minimizing exposure and absenteeism related to COVID-19 or any other pandemic illness.

Training and Awareness

All employees will be provided periodic training on illness prevention, methods for preventing spread of a disease and the standards, procedures, practices contained in this Pandemic Plan.

Exposure Control Coordinator

If deemed appropriate and necessary, **B2B Shuttle** will arrange for the Exposure Control Coordinator to administer measurement procedures during periods of threat. The coordinator will work closely with and provide daily reporting to Management and the Health and Safety Department.

The Coordinator will be responsible for monitoring emergency conditions for the purposes of communicating and implementing emergency plans to maintain the safety and security of our employees and premises during COVID-19 or other periods of pandemic illness or threat of pandemic illness.

The Coordinator will provide information to employees regarding COVID-19 or any other specific pandemic illness threat including symptoms, risks, precautionary measures, special requirements to notify the Company of illness or potential exposure, requirements for certain types of certifications, related prohibitions, and other illness-specific information.

Fact sheets may take the form of corporate communications emails or other electronic communication, posted notices, posters, or other forms of communication as determined to be necessary by the Coordinator.

Internal Notification Requirements

B2B Shuttle employees are required to notify their Manager of any of the following circumstances:

- Employee has been diagnosed by a health care professional as having contracted COVID-19
- Employee is experiencing symptoms consistent with the COVID-19 illness outbreak as listed on the provided fact sheet or consistent with symptom information provided by the Public Health Agency of Canada
- Employee has traveled outside of Canada or to an area where there is widespread transmission of COVID-19
- Employee lives with, or otherwise has/had contact with, a person who has traveled to an area where there is widespread transmission of COVID-19
- Employee has been in any sort of contact with a person who is being screened for, suspected to have, or is confirmed to have COVID-19.

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In certain cases of exposure or potential exposure, employees may be asked to provide details such as those listed below. These details will be used to ensure that appropriate cleaning and sanitizing occur promptly, and that notifications can be sent out to other potentially exposed employees.

Management will keep this information confidential unless required to be disclosed.

- The identity of/relationship to an individual to whom the employee was exposed
- The date of exposure
- Location/place of exposure
- Where the employee has traveled (if applicable)

B2B Shuttle employees are discouraged from traveling to a location that the Public Health Agency of Canada has designated as an area where COVID-19 has widespread transmission. Any employee choosing to travel to such an area is required to notify their Manager of this travel prior to leaving.

An employee will not be penalized for reporting a potential exposure in good faith.

Company Imposed Precautionary Measures

B2B Shuttle reserves the right to require an employee or contractor, who is deemed to be a potential risk, to work remotely where possible and self-isolate. Remote work and/or self-isolation will be for a period consistent with the incubation period of COVID-19 (14-days) to monitor the employee's or contractor's health during the incubation period.

Employees who are self-isolating are not permitted access to any Company facility, vehicle, equipment, meeting, or event. No employee should have physical contact with any other employee that is self-isolating or working remotely due to illness or travel.

B2B Shuttle may implement health screening and temperature check procedures for employees and visitors. The Exposure Control Coordinator will provide instructions on this process to all employees, contractors, and visitors.

Operations during Pandemic/COVID-19

Essential operations will continue during COVID-19 or another Pandemic. In the event essential operations are significantly short-staffed due to self-isolation, employees with relevant training and experience may be temporarily assigned to the affected roles. **B2B Shuttle** may implement split shifts, additional cleaning and sanitizing of work areas, tools and equipment, and work from home options.

Emergency Closures

If **B2B Shuttle's** office or facilities are temporarily closed, the Company may require designated individuals to continue to report to work and/or perform any work considered necessary or required to be performed during the period the office or facility is closed.

Employees will be contacted by Management when return to work is occurring.

Exposure Risk Mitigation Measures

Should B2B Shuttle determine that it is prudent to reduce face-to-face exposure; the Company will encourage and/or require the following:

- Employees to utilize social distancing practices of at least 2 meters
- In-person meetings of no more than 5 people in a meeting room that permits 2 meters of

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- distance between each employee
- Utilization of remote work options such as teleconferencing, Skype for Business, and Microsoft Teams
- Working from home where available
- Limiting or restricting business travel
- Additional and increased cleaning and sanitizing
- Pre-entry health questionnaire and temperature check screening

Where employees are unable to work remotely, the Company may reduce the number of employees in the facility at a given time using rotating shifts and split shifts. Employees working in the shops and warehouses and at customer sites are required to regularly sanitize their workstations, tools, and equipment.

Employees who work in customer-facing and/or plant/field positions may be encouraged or required to utilize social distancing practices and/or protective equipment. All employees are expected to follow proper procedures and guidance during non-work hours in the communities, around the customer worksite, and/or while off a customer site.

All employees are encouraged to obtain appropriate immunization when a vaccine becomes available.

Employees Working at Customer Locations and Camps

B2B Shuttle will continue to support Customers to the best of our ability. This will include but is not limited to:

- Sharing pandemic plans
- Coordinating travel to and from sites
- Camp prevention plans, if required
- Providing remote support options where applicable
- Ensuring employees being deployed, or returning to the customer site after a shift break, are symptom-free and have not recently travelled from a restricted or high-risk country
- The employees being deployed will practice social distancing (one employee per/truck), using sanitizing wipes, hand sanitizer, and PPE.

If an employee has any concerns regarding unsafe working conditions, they are to contact their Manager or the HSE Department.

B2B Shuttle will work to obtain site-specific protocols from customers. In the event of a site-quarantine, or individual self-isolation, **B2B Shuttle** will collaborate with the customer to arrange for safe transport of the employees to their home to self-isolate, where possible.

In the event that an employee has been directly exposed to a person who has a presumptive or confirmed case of COVID-19, or if the employee has a presumptive and/or confirmed case of COVID-19, B2B Shuttle will immediately notify the customer. The employee will be asked to provide information on:

- The date of exposure
- Location/place of exposure
- Where the employee has traveled (if applicable).

Employee Responsibilities, Work Options and Leave of Absence

Employees should keep themselves informed about outbreak locations and other relevant information related to instances of pandemic illness that may affect themselves, their

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household/family members and work locations. Employees should monitor local media outlets, including but not limited to radio and television and local health authorities.

Employees who are not ill, who are not caring for an ill family member, and who have not been exposed to COVID-19:

- Should report to their regular work location as scheduled unless directed otherwise
- May be directed by their Manager on a situational basis to work from home, from another location, or other alternative work arrangement

If an employee does not wish to be in a work environment for fear of being exposed, they may request for a temporary layoff and/or work from home if feasible.

Employees who are sent/ go home sick or are unable to report to work due to personal illness:

- Should record their time away from work as 'Sick'
- Should stay in regular contact with their Manager about a reasonable return to work date or work from home option
- Will be required to provide evidence from a medical professional that they are symptom-free before returning to work.

Employees who are not ill, but who are required to care for ill family members; or in situations where the employee or family member living with the employee has been quarantined/isolated by a relevant authority or medical provider:

- Must remain at home, and notify their Manager
- In certain circumstances, may be approved to work from home, but only if responsibility for family care does not unreasonably interfere with the employees' work performance.

If schools are closed due to COVID-19, and the employees' children are affected:

- In certain circumstances, an employee may be approved to work from home, but only if responsibility for family cares does not unreasonably interfere with the employees' work performance.

Return to Work

In the following situations, employees returning to work must provide medical evidence of their ability to return to work prior to arriving at any Company/Client facility or using any Company vehicle or equipment:

- The employee has been ill with COVID-19 like symptoms and has self-isolated for 10 days since the onset of symptoms
- The employee has been ill with non-COVID-19 related symptoms and has self-isolated for 10 days since the onset of symptoms
- The employee returned from travel outside of Canada as of March 12th, 2020 and has self-isolated for 14 days upon their return to Canada.

Return to work clearance must come from the Manager, who will advise the employee on return to work protocols.

Deactivation

As COVID-19 recedes, The Exposure Control Coordinator in conjunction with Management will determine when to reduce screening and prevention procedures as well as when to resume local operations following a shutdown.

Critique

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The Plan will be tested on an annual basis when no declared Pandemic is occurring. At the conclusion of any test or actual event, Management and the Exposure Control Coordinator will review the plan for lessons learned, address any required issues within the plan and take appropriate action to ensure the plan remains effective and useful.

Roles and Responsibilities of Exposure Control Coordinator

- Recommend crisis management responses to COVID-19
- Ensure continuous compliance with directives from provincial health authorities
- Keep Managers and employees updated as to the situation and any health risks
- Develop communication materials.

Managers

- Understand the procedures related to this plan
- Communicate regularly with the employees
- Remain in contact with their Exposure Control Coordinator
- Offer work from home options to direct reports if possible.

Employees

- Understand the procedures related to this plan
- Remain informed of pandemic situations and locations
- Disclose any hazards or risks to their Manager
- Practice healthy lifestyle habits to minimize exposure and risk to themselves, their family, and their coworkers.

Cleaning and Disinfection Protocol

This guidance is provided on cleaning and disinfection for use at **B2B Shuttle** facilities and in Company vehicles to:

- Eliminate or minimize exposure to potential or suspected infectious disease
- Prevent transmission of microorganisms to personnel in the event of an outbreak or large contamination from infectious disease
- Ensure all equipment and working surfaces are cleaned and decontaminated with an appropriate disinfectant after contact with potentially infectious materials
- Perform immediate disinfection of surfaces and materials critical.

Cleaning Agents



Both cleaning and disinfecting agents are required and should be readily available for advanced cleaning:

- General Purpose Cleaner
- Disinfectant

The Company will use cleaning products as follows:

- Clean with unscented Household Bleach (100ml Bleach to 900ml water);
- Disinfect using a product with a Drug Identification Number and/or is on the Health Canada/EPA approved list for COVID-19 (for example Lysol);

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 <p>Do Not mix bleach with other cleaning products, leave the solution wet on the surfaces to be disinfected for 10 minutes before removing</p>	 <p>Be careful when selecting cleaner/disinfectant to use on electronics due to potential damage, refer to manufacturer's instructions</p>
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Advanced Cleaning

Is required in areas where critical work has been identified or where Symptomatic or Confirmed COVID-19 cases have been identified. This includes:

- Facility/Office
- Vehicles/Rental Equipment

Responsibility for Facility Advanced Cleaning

Managers at each B2B Shuttle facility will be responsible for ensuring cleaning at their facility is cleaned to the schedule as outlined below. This function may be delegated to a third-party contractor and/or employee providing training has been provided and appropriate Personal Protective Equipment is used.

Required Personal Protective Equipment

- Disposable nitrile gloves or equivalent
- Face shield, or close-fitting safety glasses or goggles
- Surgical mask or equivalent

Schedule for Cleaning of Facilities and Offices

Critical Areas: Twice Daily, at the beginning and end of each shift, High touch areas such as Taps at sink, Flush handle on toilet, door handles, shared workstations, keyboards, computers, desktops should be disinfected more frequently, throughout the day depending on use.

Symptomatic or Confirmed Case: As soon as practicable after employee is removed from facility

Cleaning Procedure

First, clean surfaces using cleaning products, then disinfect surfaces using disinfecting products:

1. Wash hands thoroughly
2. Wear the required PPE
3. Wipe down all high touch surfaces using the general-purpose cleaner
 - a. Door handles, knobs, push plates
 - b. Tables, desks, counters, and chairs
 - c. Keyboards, mouse, telephones, utilized equipment, light switches and control boards
 - d. Hand railings and elevator buttons
 - e. Kitchen surfaces such as coffee pots, water coolers, fridge, microwave
4. Repeat Step 3 using disinfectant
5. Remove PPE



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- 6. Clean re-usable PPE
- 7. Dispose of all waste, including gloves and masks, in regular garbage
- 8. Wash hands thoroughly

Disinfecting Rental Equipment and Delivery Vehicles

The following provides guidance for disinfecting rental equipment and the vehicles used for delivering them to site. The vehicle used to deliver rental equipment will be cleaned before and after delivery. Rental equipment will be disinfected prior to delivery.

Please note: A declaration the rental equipment has been cleaned is required to accompany the equipment when being picked up from a worksite. A cleaning/disinfecting fee will be charged for all equipment picked up that has not been certified as cleaned.

Responsibility for Advanced Cleaning Rental Equipment and Delivery Vehicles

Drivers/Delivery employees are responsible for ensuring cleaning of the rental equipment and Vehicles used to deliver them. This function may be delegated to a third-party contractor and/or employee providing training has been provided and appropriate Personal Protective Equipment is used.

Required Personal Protective Equipment

- ✓ Disposable nitrile gloves or equivalent
- ✓ Face shield, or close-fitting safety glasses or goggles
- ✓ Surgical mask or equivalent

Cleaning Procedure

Drivers/delivery personnel are required to take the following steps when cleaning vehicles and/or rental equipment:

- 1. Wear the required PPE
- 2. Wipe down the high touch surface areas:
 - a. Door handles, Driver Controls, Hydraulic Controls, Hand Controls
 - b. Seat, Grab handles, Armrests, Steering Wheel, Seat Belt/Buckle
- 3. Repeat Step 2 using disinfectant
- 4. Remove PPE
- 5. Clean re-usable PPE
- 6. Dispose of all waste, including gloves and masks, in regular garbage

Remember: Wash and/or disinfect hands after cleaning process is completed and PPE has been discarded.

Internal Communication

Key Contacts

Andy	(780) 887-7283
Gahan Virk	(587)873-9749

Administration

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Effective Date:	March, 2020
Responsible:	HSE Department

COVID-19 Procedure

In the event of COVID-19 case coming into light at B2B Shuttle:

- Fellow employees would be informed of suspected exposure while keeping the details confidential as per law. There might be a need to determine which employees might have been exposed to the virus and take additional precautions.
- If an employee has been directly exposed to a person who has a presumptive or confirmed case of COVID-19, or if the employee has a presumptive and/or confirmed case of COVID-19, B2B Shuttle will immediately notify the customer. The employee will be asked to provide information on:
 - The date of exposure
 - Location/place of exposure
 - Where the employee has traveled (if applicable).
- The area used by sick employee for prolonged period will be closed off and will not be approached for approximately 24 hours or if possible, in case 24 hours are not feasible.
- Clean dirty surfaces with soap and water before disinfecting them
 - To disinfect surfaces, use [products that meet EPA criteria for use against SARS-Cov-2external icon](#), the virus that causes COVID-19, and are appropriate for the surface. Additional PPE may be required based on the disinfectant being used.

Major Fire:

- Follow Section 15 of the COHS Regulations for reporting requirements of an explosion (*an unplanned or uncontrolled explosion or fire or that has the potential to cause serious injury*);
- Immediately suspend operations; follow site specific ERP
- Sound an alarm and notify the appropriate personnel per call down list
- Evacuate the area of all personnel
- Proceed with firefighting procedures only if you are properly trained and no risk of injury to yourself and/or other personnel exists
- When directed to evacuate a building under threat of fire, employees should observe the following points:
 - Lights to be left on, doors and windows closed but not locked.
 - Employees to stay as low as possible and to try to keep out of the smoke.
 - Should clothes catch fire, the best thing to do is to stop, drop and roll.
 - Proceed to muster point and await further instructions

Explosion:

- Follow Section 15 of the COHS Regulations for reporting requirements of the explosion (*an unplanned or uncontrolled explosion or fire or has the potential to cause serious injury*)
- Immediately suspend operations; follow site specific ERP
- Sound an alarm and notify the appropriate personnel per call down list

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- Evacuate the area of all personnel
- Only attempt fire-fighting procedures if there is no risk to the life or health of you and other personnel in the area

Personal Injury or Fatality: Immediate duties of personnel at the scene:

- Follow Section 15 of the COHS Regulations for reporting requirements of the injury suspend operations, follow the site-specific ERP, remain calm
- **DO NOT DISTURB THE SCENE unless instructed by Canada Labor or to care for injured workers**
- Ensure the safety of any other person(s), assess the hazards
- Administer appropriate first aid; remember not to exceed your level of training (treat for shock)
- Notify appropriate personnel per Emergency Call down list
- Move the injured to a safe area before administering first aid, whenever fire or explosion is a concern
- Do not talk to anyone about the incident
- Provide complete co-operation to the authorities at the scene

Incidents resulting in Critical Injury or Fatality

Following an incident where a serious injury or fatality has occurred, governmental agencies may wish to investigate the cause and extent of the damage.

After they present their credentials, they are to be afforded full co-operation in their investigation. This may involve taking statements from witnesses and obtaining completed accident reports from company personnel.

Work at the scene of a fatality may not be resumed until permission has been obtained from the local coroner, the police or other government agency. Resumption of work on a restricted basis may be allowed to facilitate rescue operations or when failure to resume operations may endanger the lives of others. Care shall be exercised to ensure all evidence is preserved in its original state.

Special Procedures in the event of a Fatality

Under no circumstances will the name of a worker involved in an accident or fatality be released without permission from management or investigating authorities (RCMP, local police, etc.).

It is important that the persons "next-of-kin" be notified as soon as possible. The name, address and telephone number are included in personnel file.

Management will coordinate all efforts in the "next-of-kin notification". This notification should only be made in person. The RCMP or local police will assist with the notification, whenever possible, and will ensure the notification is complete.

Media Relations

Observe the following guidelines when dealing with the media:

- At the emergency site, the senior operating or contracting company representative is responsible for receiving news media onsite and for releasing a correct description of the incident when it has been provided by the Emergency Response Committee. News media representatives should be tactfully handled, always accompanied if allowed on company premises and, for their own safety, denied access to danger areas

Emergency Preparedness & Response

- Until the facts of the emergency are clear and released by the Emergency Response Committee, the media should be told only the following:

“We are currently dealing with the emergency to ensure the safety of personnel, property, public and the environment. A more comprehensive statement will be released as soon as more information has been determined.”

Before admitting any media representative onto Company property, the senior Company representative shall ensure the area is safe and admittance will not hamper emergency services or investigations.

Media personnel, while on company property, must **always** be accompanied by the senior representative and must adhere to all company rules.

Do not speculate on what happened

When the facts are known and an official news release has been approved, the senior operating or contracting company representative can provide that information to the media on site. The release should contain only non-prejudicial facts such as:

- Time of the accident
- Place of the accident
- The number of people known dead or injured
- A factual description of what happened
- An example of a news release is:

On (date and time) a fire occurred in the compressor building of the (name) gas processing plant. The fire was brought under control in about (number of hours) and was put out shortly thereafter. The one person that was injured is in the hospital. The accident is presently being investigated by the plant staff.

Under no circumstances are the names of workers to be released before the next of kin have been notified.

Do not discuss any fatality or injury over mobile telephones, as the open side of the channel may be monitored. In case of a serious accident, notification may be made as follows:

A serious accident has occurred at the (location) and your (relationship), (full name) has been injured and taken to the (name) hospital at (location) for treatment. We will keep you informed of further details as we receive them.

Statement of Liability

Although **B2B Shuttle** may not be legally liable for an emergency, it may initially be perceived by government and media as being at fault.

Employees and subcontractors must not make any statements to non-company personnel that in any way deal with fault or liability.

Natural Disasters / Adverse Conditions:

- Treat all conditions as serious
- Immediately suspend operations; follow site specific ERP



Emergency Preparedness & Response

- Contact appropriate company personnel for further instructions
- Keep all non-essential personnel out of the area

Hazardous Materials Incident:

- Notify and provide appropriate company personnel with as many details as possible
- Attempt to control or reduce the extent of the spill, without endangering your life or health
- Keep all non-essential personnel away from the affected area
- If you are not in danger and the situation is under control, take whatever steps are necessary to start the clean-up process

Note: All steps must be taken to prevent injury to yourself and further damage to equipment.

Shop and/or office if possible

- Activate the alarm
- Cut off fuel and power supply
- Evacuate the area
- All shop and office personnel are to meet at the muster point

These guidelines are to be used ONLY if it is safe to do so.

Spill Response Procedures

B2B Shuttle will maintain equipment in good order and train employees in the proper handling of products to reduce the occurrences of potential spills and other releases.

Emergency on-site spill response for Refined and Unrefined Materials

- Protect human life
- Prevent further release of the pollutant
- Contain the spilled pollutant
- Minimize the effects and restore the environment as nearly as possible to its condition immediately prior to the spill
- Report the spill to dispatch. Give all information and dispatch will contact the necessary authorities, cleanup crews, and the customer
- Assist in further containment and clean up. Driver must stay at the site until cleanup is complete or he/she has authorization to leave
- Complete the spill report

Precautions

- Keep sources of ignition away from the spilled area
- Prevent vehicles from driving through the spill, prevent entry of unauthorized persons
- If on a public road, exercise traffic and people control

Motor Vehicle Accidents Procedures

- Immediately place warning signs and use four-way flashers
- Determine extent of injuries
- Determine extent of damages
- Call medical aid ... the police ... your supervisor
- Obtain name, address, and driver's license number of the other driver
- Obtain other vehicle registration and insurance information

Emergency Preparedness & Response

- Obtain names and addresses of all witnesses
- Obtain names and address of all people involved in the accident
- Obtain names and badge numbers of attending police officers
- Complete your accident report as soon as possible. Use a diagram and note all particulars of the accident, even ones you do not think important at the time
- Note traffic controls, speed limits, signs, weather, and traffic conditions
- Call your supervisor for a final report and obtain clearance from police before leaving the accident scene
- When you are dealing with an adjuster always be sure to record his/her name and phone number fully and correctly

Note: Do not move vehicles unless authorized by dispatch or police especially if serious injury or fatality has occurred

Remember: Remain Calm, Do Not Admit Liability

Taking Photographs of Incident:

- In many incidents, photographs provide the most telling details. Use cell phone to take photographs
- Even after the scene has been cleared, there may still be value to pictures of the scene, showing terrain, traffic signals and road conditions.
- Wide shots taken from both shoulders of the road looking toward the point of impact, showing the final location of the vehicles.
- Wide shots taken from the centerline of the road showing the road in both directions and the final location of the vehicles.
- Wide shots from all sides of all vehicles involved, including damages of all kinds.
- Close-ups of damage can be taken. (While this is helpful in determining repair costs, priority should be given to the wide shots listed above which are more useful in an investigation. (Pictures of the damage can be taken later.)
- Close-ups of any skid marks, gouges in the road, and debris on roadside.
- DO NOT photograph people who have been injured or killed. Remember that if the accident winds up in litigation, the plaintiff may use your photographs in court. Pictures can sway a jury regardless of the facts of the case.
- Keep a photograph log, so you can explain where each photo was taken and what it represents

Reminder: These photos are company property even if taken on personal cell phone and cannot be shared without consent

If you hit an animal:

- Be certain to take pictures of it.
- If the animal has left the scene take pictures that will prove it was there.
- Pictures of tracks (wintertime).
- Pictures of blood or hair left at the scene.
- Pictures of blood or hair on the vehicle.
- Do not limit your picture taking to just collisions. Take pictures of any incident you may be involved in such as property damages, environmental damage, etc.

A picture is worth a thousand words.

H2S Emergency Procedures

Emergency Preparedness & Response

Seven-Step Initial Response Strategy

There are seven steps you should take if you encounter an H2S release.

- 1) **Evacuate**
 - Get to a safe area immediately
 - Move upwind if release is downwind of you
 - Move crosswind if release is upwind of you
 - Move to higher ground if possible
- 2) **Alarm**
 - Call for help (“Man Down”) sound bell, horn, whistle, or call by radio
- 3) **Assess**
 - Do a head count
 - Consider other hazards
- 4) **Protect**
 - Put on breathing apparatus before attempting rescue
- 5) **Rescue**
 - Remove victim to a safe area
- 6) **Revive**
 - Apply rescue breathing if necessary
- 7) **Medical Aid**
 - Arrange transport of victim to medical aid
 - Provide information to Emergency Medical Services (EMS);

Shelter-in-Place- Security Concern:

Shelter in place plan- Security Concern means finding a safe location indoors and staying there until you are given an “all clear” or told to evacuate because of a security concern such as an active shooter, etc.

Preparation:

Gather essential disaster supplies such as non-perishable food, bottled water, battery-powered radio, first-aid supplies, flashlights, batteries, duct-tape, and plastic garbage bags.

Procedure:

- Stay Calm
- Proceed to the Driver’s Room, lock, and secure the doors. Close window shades, blinds, or curtains.
- Take a roll call for everyone present at work if someone is missing arrange to bring them in safely.
- Everyone must call their emergency contacts.
- Turn off lights, put all phones on silent and wait for further instructions from the management
- Do not open the door until instructed by the management
- Wait in the Driver’s room until you are given an “ALL CLEAR” or have been asked to evacuate

Note: Write down the names of everyone in the room and call your business’s designated emergency contact to let them know who is in room with you and their affiliation to the business.

Shelter-in-Place Plan:

Emergency Preparedness & Response

Adverse Environment Conditions I

Shelter in place plan- Adverse environment conditions means finding a safe location indoors and staying there until you are given an “all clear” or told to evacuate because of adverse environment conditions such as chemical/ radiological hazard, etc.

Procedure:

- Stay Calm
- Proceed to the Driver’s Room, lock, and secure the doors. Close window shades, blinds, or curtains.
- Take a roll call for everyone present at work; if someone is missing arrange to bring them in safely.
- Everyone must call their emergency contacts.
- Turn off systems that automatically exchange inside air with outside.
- Use duct tape and plastic sheeting or wet towels to seal cracks around the door and vents in the room.
- Do not open the door until instructed by the management.
- Wait in the Driver’s room until you are given an “ALL CLEAR” or have been asked to evacuate.

Note: Write down the names of everyone in the room and call your business’s designated emergency contact to let them know who is in room with you and their affiliation to the business.

Adverse Environment Conditions II

Shelter in place plan- Adverse environment conditions means finding a safe location indoors and staying there until you are given an “all clear” or told to evacuate because of adverse environment conditions such as tornado, etc.

Procedure:

- Stay Calm
- Proceed to the Driver’s Room and lock the doors.
- Take a roll call for everyone present at work if someone is missing arrange to bring them in safely.
- Everyone must call their emergency contacts.
- Do not open the door until instructed by the management.
- Wait in the Driver’s room until you are given an “ALL CLEAR” or have been asked to evacuate.

Note: Write down the names of everyone in the room and call your business’s designated emergency contact to let them know who is in room with you and their affiliation to the business.

Workplace Violence Emergency Response Plan:

Preparation:

Know in advance where all entries and exits are as well as about the Shelter-in-Place in case the other person carries a weapon.

Procedure:

In case of a probable physical threat

Emergency Preparedness & Response

- Remain calm as you can and do not agitate the other person as you review your immediate options
- Do not attempt to overpower the assailant as long as you are not being physically attacked
- Call out for help if there are non-aggressors nearby
- Alert supervisors/managers immediately of any concerns about safety or security
- Report all incidents quickly to the management in as much details as possible including
 - Date and time of the incident
 - Person(s) involved in the incident
 - Identity of the person(s) involved
 - Any harm caused

In case of an abuse over the phone

- Put the call on speaker/record the call as an evidence
- Stay calm and do not threaten back
- Hang up the call
- Report the incident immediately with the evidence and details of the caller to the management

Bomb Threat Emergency Response Plan

Bomb threats or suspicious items should always be taken seriously

Procedure:

Threats made in person

- Remain calm
- Notify the manager/ supervisor immediately
- If a supervisor/manager is not present on site, call **911**
- Follow the instructions provided by the authorities
- Be available for interviews with the management or law enforcement

Threats made via phone

- Remain calm
- Keep the caller on the line as long as possible. Be polite and show interest to keep them talking
- DO NOT HANG UP
- Signal or pass a note to the other staff to listen and notify the authorities
- Write down as much information as possible such as
 - Caller ID
 - Exact wording of the threat
 - Type of voice/behavior etc.
- Record the call if possible
- Follow the instructions provided by the authorities
- Be available for interviews with the management or law enforcement

Emergency Equipment:

Fire and Fire Extinguishers – Classification

Fire authorities have established four classes of fire, referred to as “**A**”, “**B**”, “**C**”, and “**D**”. In relation, portable fire extinguishers are rated using the same classification; the most common being the “ABC” rated multi-use extinguisher. Portable fire extinguishers having this rating are recommended for use in all three classes of fires

Emergency Preparedness & Response

- **Class A (Green):** fires involve ordinary combustible materials such as cloth, wood, paper, rubber, etc.
- **Class B (Red):** fires involve flammable liquids, gases, and greases
- **Class C (Blue):** fires involve live electrical equipment or wiring
- **Class D (Yellow):** involves combustible metals

Fire Extinguishers (Care & Maintenance):

Each company vehicle will be supplied with at least one appropriately sized fire extinguisher with the multi-purpose classification “**ABC**”. Equipment operators are responsible to inspect the fire extinguisher during each pre-use inspection to ensure the pressure gauge indicates a fully charged extinguisher, the safety pin is securely in place, and secured properly to the vehicle.

All fire extinguishers will also be inspected monthly by personnel and serviced annually by fire extinguisher maintenance professional.

Fire Extinguishers (Use):

If fire should occur; the following procedures are recommended to ensure effective and efficient use of a fire extinguisher:

- Remove the fire extinguisher from its bracket
- Approach the fire from an upwind position and with another worker whenever possible
 - **P: Pull Pin** hold the extinguisher in an upright position and pull the safety pin to break the seal
 - **A: Aim** the discharge apparatus (hose, horn, and nozzle) toward the fire
 - **S: Squeeze** the handle to determine the discharge range of the extinguisher
 - **S: Sweep.** aim the discharge apparatus at the base of the fire and, using a sweeping motion, proceed to extinguish the fire
- After the fire is extinguished or the extinguisher is fully discharged, replace the safety pin
- Ensure the fire extinguisher is recharged before being put back into service

Use of Warning Devices (Warning triangle, flare, reflector or red flag)

When an emergency requires a company vehicle to be stopped on a public roadway, at any time, the driver is responsible to set out warning flares or triangles.

- During the period **between sunrise and sunset**, a public vehicle is stationary on a highway **outside the limits of an urban municipality**, the person operating the vehicle shall:
 - Cause the flashing emergency hazard warning lights on the vehicle to be activated,
 - Place approved warning devices on the highway in line with the vehicle:
 - at approximately 30 meters in front of the vehicle
 - at approximately 30 meters behind the vehicle
- If a public vehicle is stationary on a highway outside of the limits of an urban municipality, between **sunset and sunrise**, or at any time when there is not sufficient light to clearly see persons or vehicles on a highway at a distance of 150 meters, the person operating the vehicle shall place approved devices on the highway in line with the vehicle:
 - at approximately 75 meters in front of the vehicle, and
 - at approximately 75 meters behind the vehicle, and

General rule of thumb:

- If you are on the open highway and it is during daylight hours, (between sunrise and sunset) turn on your four-way flashers immediately.



Emergency Preparedness & Response

- If you are going to be stopped longer than 10 minutes or your flashers are not working immediately place approved advance warning triangles at least 30 meters in front of and behind your vehicle.
- If you are on the open highway and it is during the hours of darkness (between sunset and sunrise) or when visibility is poor turn on your four-way flashers immediately.
- If you are going to be stopped longer than 10 minutes or your four-way flashers are not working, immediately place approved advance warning triangles at least 75 meters in front of and behind your vehicle.

Emergency Response Plan Evaluation Policy:

To ensure the plans are effective and useful, the Company will test these plans and update them when evaluations determine deficiencies exist.

The plans will be evaluated as follows:

- Drills/Tabletop discussions will be held on an annual basis
- Upon completion of these exercises, assessment will occur to identify deficiencies
- Any deficiencies identified will be corrected in a timely manner through involvement of the Health and Safety Committee

Evaluating the Emergency Response Plans:

Evaluating the plans is required to ensure they remain effective, useful, and current.

Testing the plans also creates awareness amongst the employees on steps to take if/when an incident occurs.

The plans will be periodically evaluated through:

- Drills
- Tabletop discussions held at safety meetings and pre job meetings

Schedule of evaluations:

- Annual Fire/Explosion drill will be held annually at each facility
- All other plans will be discussed throughout the year during tabletop discussions at safety meetings.

SCHEDULE OF DRILLS

DRILL	SCHEDULE
Fire Drill	Annually- December
Medical Tabletop Discussion	Annually- July
Shelter-in-Place Drill	Annually- December

LOCATION AND PHONE NUMBERS OF EMERGENCY FACILITIES

Emergency Preparedness & Response

Emergency & Regulatory Agencies	Number																				
Police, Ambulance & Fire	911																				
Hospital (Misericordia Community Hospital)	(780) 735-2000																				
RCMP	911																				
Ambulance	911																				
Federal and Provincial Gov. Agencies																					
Energy Resources Conservation Board (ERCB)	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2" style="text-align: center;">24 Hour Emergency Phone Numbers</th> </tr> </thead> <tbody> <tr> <td>Bonnyville</td> <td style="text-align: right;">(780) 826-5352</td> </tr> <tr> <td>Drayton Valley</td> <td style="text-align: right;">(780) 542-5182</td> </tr> <tr> <td>Grande Prairie</td> <td style="text-align: right;">(780) 538-5138</td> </tr> <tr> <td>High Level</td> <td style="text-align: right;">(780) 926-5399</td> </tr> <tr> <td>Medicine Hat</td> <td style="text-align: right;">(403) 527-3385</td> </tr> <tr> <td>Midnapore (Calgary South)</td> <td style="text-align: right;">(403) 297-8303</td> </tr> <tr> <td>Red Deer</td> <td style="text-align: right;">(403) 340-5454</td> </tr> <tr> <td>St. Albert</td> <td style="text-align: right;">(780) 460-3800</td> </tr> <tr> <td>Wainwright</td> <td style="text-align: right;">(780) 842-7570</td> </tr> </tbody> </table>	24 Hour Emergency Phone Numbers		Bonnyville	(780) 826-5352	Drayton Valley	(780) 542-5182	Grande Prairie	(780) 538-5138	High Level	(780) 926-5399	Medicine Hat	(403) 527-3385	Midnapore (Calgary South)	(403) 297-8303	Red Deer	(403) 340-5454	St. Albert	(780) 460-3800	Wainwright	(780) 842-7570
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Canada Labour – Health & Safety Officer	1-800-641-4049																				
Forestry	1-800-663-5555																				
Spills (Environmental)	1-800-222-6514																				
Workers Compensation Board (Alberta)	1-800-661-1993																				
Utilities and Other Emergency Contacts																					
Poison Control Center	1-800-332-1414																				
Alberta One-Call (Buried Utility Locations)	1-800-242-3447																				
TELUS (Telephone Utility)	310-2255 (Toll Free)																				

Emergency Communication:

The use of cell phones and two-way radios are to be used in the event of an emergency to establish and maintain communication during/after the emergency.